



CONTRA COSTA REGIONAL MEDICAL CENTER NOON CONFERENCE SERIES

DISCLOSURE OF CONFLICT OF INTEREST

- Speaker has nothing to disclose

Primary care without Paper



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- “The first yield of the reporting system was kind of disappointing, it had all kinds of minor process errors and all that.” GP
- “It is all about organizational issues. We don’t think it enhances patient safety because our care is already very safe.” GP



- “Is prescribing an anti-mycotic cream in a case of suspected eczema an incident or is it an example of ‘doctoring’, meaning searching for the right treatment through a process of trial and error?”
- “Risk management suggests that [with IRP] things would never go wrong again. A GP could never accomplish that, it makes this risk management frustrating.” GP

How can safety be managed?



- Safety science
- Risks
- Prevent risks
- Risk technologies/ Networks of control
- Doctoring
- Uncertainties
- Accept uncertainties
- Unplanned set of actions and implicit initiatives

Optimal use of risk technologies depend upon implicit and unarticulated routines

A home visit on a Friday afternoon



- Safety science
- Risk: missing a diagnosis
- Prevent: PCP should always check record
- Control: PCP should always call patient to decide upon a home visit
- Doctoring
- Uncertainties: possible emergencies
- Accept: Explain patient when to contact again
- Implicit initiatives: Recall scattered information

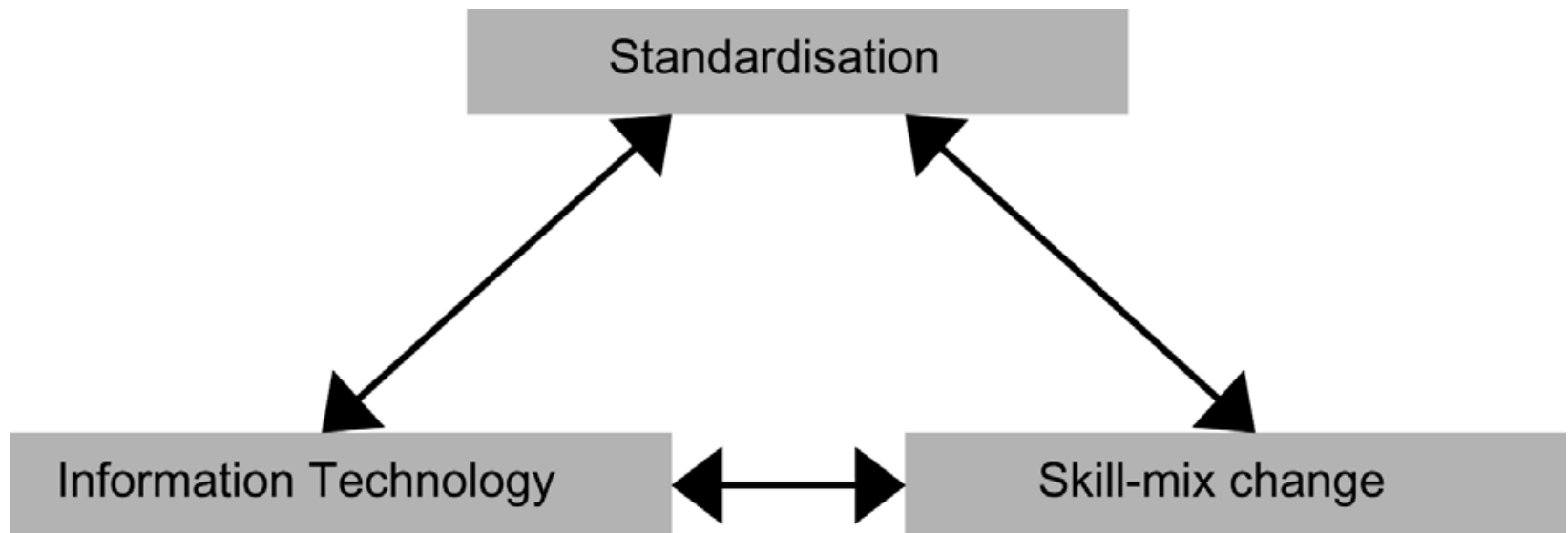
Disclosure of leading assumptions



technology
logic of
management

practice
logic of care

“The value of an electronic record is neither straightforward nor easy”



Redesigning primary care

- Strengthen health care teams
 - The receptionist can schedule overdue screening appointments without an order of the primary care physician
- Provide alternatives to face to face visits
 - Patient can send an email to their doctor, instead of 1 to visits, patients are offered a group visit.
- In reach chronic care management
 - Every nurse or physician see which screening test that are overdue and can plan an appointment.

Redesigning care

- What problem do you want to solve?
- How would you frame this problem?
- *I have thirty second to look at this test. So off they go to the medical specialist.*
- *Fewer people come in looking for us to treat things. They go right to the medical specialist without us even knowing.*

